Patent Claims

1. A method for operating an information center (CC) in a telecommunication network, where,

- the information center (CC) is connected to an exchange (VST),
- the information center (CC) comprises both a mainframe (CTI) and at least one information desk (AP) having at least one telecommunication terminal,
- - the mainframe (CTI) is connected to the exchange (VST),
- the information desk (AP) is connected to the exchange (VST) and to the mainframe (CTI) via data transfer devices, and
- the basic function of distributing the incoming calls and setting up a voice link to a telecommunication terminal on the information desk (AP) is incorporated in the exchange (VST),

characterized

- in that the exchange (VST) continuously checks the ready status of the mainframe (CTI) and of the telecommunication terminals, including the communication links thereto, and detects any fault arising,
- in that the mainframe (CTI) continuously checks the ready status of the telecommunication terminals, including the data transfer path thereto, detects any fault arising and reports this to the exchange (VST),
- in that, if the information desks (AP) cannot be reached via the mainframe (CTI), the exchange (VST) at least performs call distribution and sets up a voice link to a telecommunication terminal on the information desk (AP).

2. The method as claimed in claim 1,

characterized in that, during fault-free operation, the distribution of calls to the information desks (AP1) to (APn) is performed on the mainframe

(CTI), and at least status reports from the units connected to the exchange (VST) are processed within the latter.

3. The method as claimed in claim 1,

characterized in that restricted operation of the information center (CC), caused by at least partial failure of the mainframe (CTI) or of a line connected thereto, is maintained by the exchange (VST) on its own until the mainframe (CTI) is ready to resume normal operation.

4. The method as claimed in claim 1,

characterized in that, if a telecommunication terminal on the information desk (AP) cannot be reached, at least call distribution and the setup of a voice link to another, ready telecommunication terminal on the same information desk (AP) are performed.

5. An information center (CC) which is prepared for carrying out a method as claimed in claims 1 to 4 and

- in which the information center (CC) is connected to an exchange (VST),
- in which the exchange (CC) comprises both a mainframe (CTI) and at least one information desk (AP) having at least one telecommunication terminal,
- in which the mainframe (CTI) is connected to the exchange (VST),
- in which the information desk (AP) is connected to the exchange (VST) and to the mainframe (CTI) via data transfer devices, and
- in which the basic function of distributing the incoming calls and setting up a voice link to a telecommunication terminal on the information desk (AP) is incorporated in the exchange (VST),

characterized

- in that the exchange (VST) comprises means for continuously checking the ready status of the mainframe

(CTI) and of the telecommunication terminals, including the communication links thereto, and also means for detecting any fault arising,

- in that the mainframe (CTI) comprises means for continuously checking the ready status of the telecommunication terminals, including the data transfer path thereto, and also means for detecting any fault arising and means for reporting this fault to the exchange (VST),

- in that the exchange (VST) comprises means for call distribution and for setting up a voice link to a telecommunication terminal on the information desk (AP) if the information desks (AP) cannot be reached via the mainframe (CTI).

6. The information center (CC) as claimed in claim 5,

characterized in that the telecommunication terminal provided on the information desk (AP) is a personal computer (PC) which comprises means for voice input and voice output, means for connection to the telecommunication network and means for data transfer to the mainframe (CTI).

7. The information center (CC) as claimed in claim 5,

characterized in that the telecommunication terminals provided on the information desk (AP) are a telephone (TEL) and a personal computer (PC), and in that the personal computer (PC) comprises means for voice input and voice output, means for connection to the telecommunication network and means for data transfer to the mainframe (CTI).

8. The information center (CC) as claimed in claim 5,

characterized in that the at least one telecommunication terminal on the information desk (AP) is connected to the exchange (VST) via at least one ISDN basic access.